

# Provider Newsletter

Nebraska | 2018 | April



## Performance Improvement Project (PIP) Based on 2017 Behavioral Health Measures

WellCare of Nebraska is required to participate in Performance Improvement Projects (PIP). The topics of the PIP may be set forth by the State or may be identified by the individual health plan. The goal of each Performance Improvement Project is to improve health outcomes and processes. In an attempt to improve health outcomes for members with a mental health illness diagnosis or substance use disorder diagnosis, one of the planned PIPs will focus on increasing how often an appropriate outpatient follow-up visit occurs after a visit to the Emergency Department.

This behavioral health PIP is based on two HEDIS® measures:

**Follow-Up After Emergency Department Visit for Mental Illness** – The percentage of emergency department (ED) visits for members 6 years of age and older with a principal diagnosis of mental illness, who had a follow-up visit for mental illness. Two rates are reported: 1. the percentage of ED visits for which the member received follow-up within 30 days of the ED visit; 2. The percentage of ED visits for which the member received follow-up within 7 days of the ED visit.

**Follow-Up After Emergency Department Visit for Alcohol and Other Drug Dependence** – The percentage of emergency department (ED) visits for members 13 years of age and older with a principal diagnosis of alcohol or other drug (AOD) dependence, who had a follow up visit for AOD. Two rates are reported:

- The percentage of ED visits for which the member received follow-up within 30 days of the ED visit;
  - The percentage of ED visits for which the member received follow-up within 7 days of the ED visit.
- HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

*Source: HEDIS 2017 Volume 2 Technical Specifications for Health Plans*



## Electronic Funds Transfer (EFT) through PaySpan®

Five reasons to sign up today for EFT:

- No interrupting your busy schedule to deposit a check.
- No waiting in line at the bank.
- No lost, stolen, or stale-dated checks.
- You control your banking information.
- Immediate availability of funds – no bank holds!

Setup is easy and takes about five minutes to complete. Please visit [www.payspanhealth.com/nps](http://www.payspanhealth.com/nps) or call your Provider Relations representative or PaySpan at 1-877-331-7154 with any questions.

We will only deposit into your account, not take payments out.



## Provider Resources

### Provider News – Provider Portal

Remember to check messages regularly to receive new and updated information. Access the secure portal using the Secure Login area on our homepage. You will see *Messages from WellCare* on the right. Provider Homepage - [www.wellcare.com/en/Nebraska/Providers](http://www.wellcare.com/en/Nebraska/Providers).

### Resources and Tools

You can find guidelines, key forms and other helpful resources from the homepage as well. You may request hard copies of documents by contacting your Provider Relations representative.

Refer to our *Quick Reference Guide*, for detailed information on many areas including Claims, Appeals, and Pharmacy. These are located at [www.wellcare.com/en/Nebraska/Providers/Medicaid](http://www.wellcare.com/en/Nebraska/Providers/Medicaid).

### Additional Criteria Available

Please remember that all Clinical Guidelines detailing medical necessity criteria for several medical procedures, devices and tests are available at [www.wellcare.com/en/Nebraska/Providers/Clinical-Guidelines](http://www.wellcare.com/en/Nebraska/Providers/Clinical-Guidelines).

**We're just a phone call or click away!**

WellCare of Nebraska, Inc.  
1-855-599-3811

[www.wellcare.com/Nebraska/Providers](http://www.wellcare.com/Nebraska/Providers)